Relocation Personnel Roles and Responsibilities

MC&FP

Plan My Move &

MilitaryINSTALLATIONS

May, 2008

What is my job?

- Apply for DIMS Account
- Read Content Manual
  - Research and write content
  - Review content at least quarterly
  - Keep photos up-to-date
  - Keep contacts up-to-date
  - Keep major unit listings up-to-date

DIMS User Orientation

- Purpose
- Signing in
- Sending a message
- Replying to a message
- Report functionality

Welcome Screen

DIMS Login - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/DIMS/f?p=106:101:466995700858715
Go Links
Google Go Bookmarks 268 blocked Check AutoLink AutoFill Send to Settings
Bookmark DIMS | Military Homefront | Site Map | Feedback
Military HOMEFRONT
Supporting our Troops & their Families
Saturday March 24, 2007
Troops & Families
Leadership
Service Providers
Search
Defense Installation Messaging System
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome
Print Login Contact US User Guide
Please acknowledge below.
The information on this site is protected by the Privacy Act of 1974. Information can only be used for an official purpose. Penalties for knowingly misusing this data may include a $5,000.00 fine per record . This site records every data access and its requester.
I do not agree
I have read and understood the statement and I agree to comply with all applicable regulations concerning use of the information from this web site.
First Time User
Proceed to DIMS Login
Click here to review the Users Guide
About US / Privacy Policy & Security / Disclaimer / Subscriptions
Link to Us / Plug-Ins
USA.gov
Internet
start
Inbox - Microsoft Out...
2 Internet Explorer
Microsoft Word
8:07 AM

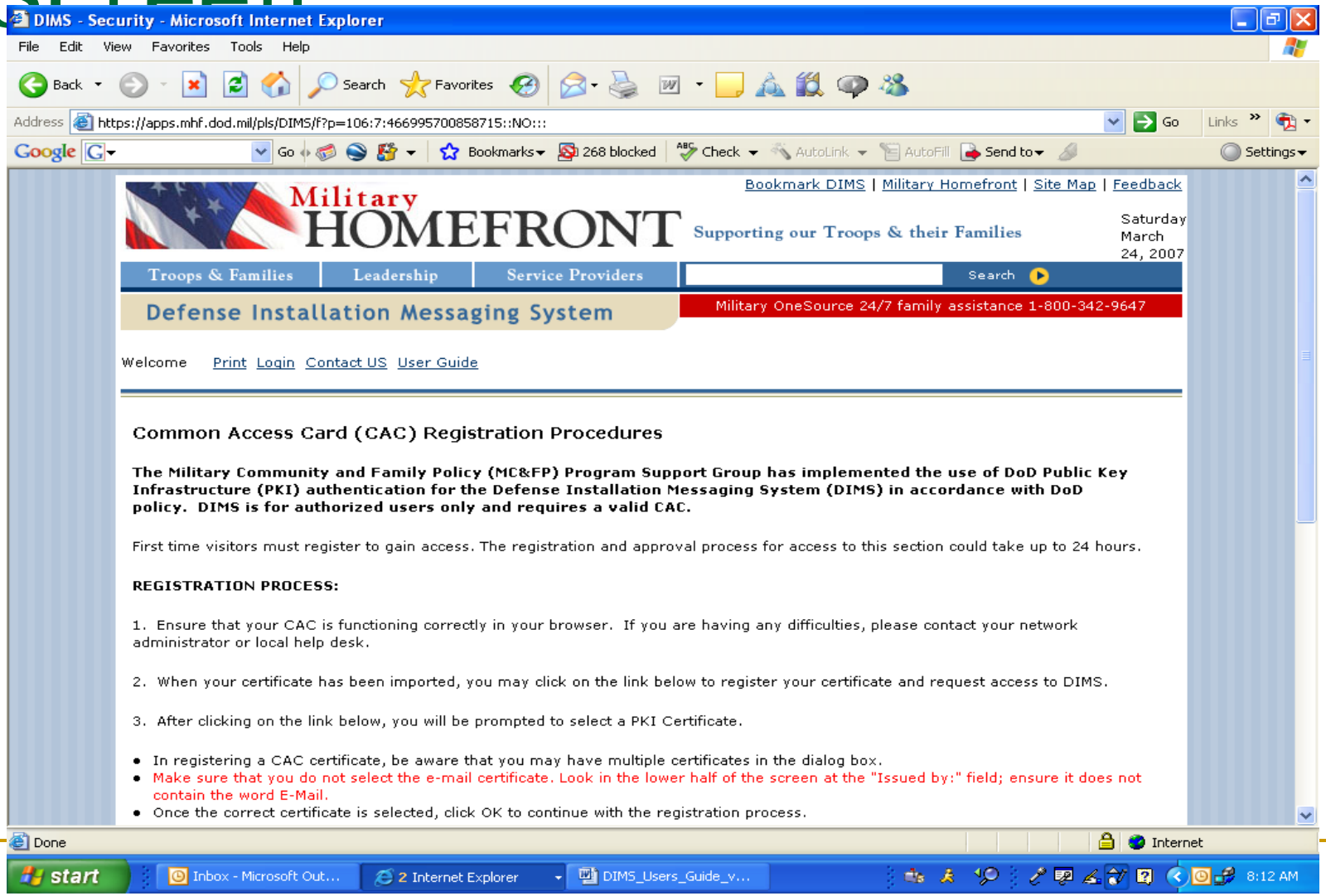
DIMS Purpose

- Used by installation relocation staff to communicate with DoD editors
- Improve quality and speed of response
- 24 Topics
- Contacts in 55 MI Directories
- Major Unit Listings
- Photo Galleries

Getting Access to DIMS

- **DoD Common Access Card (CAC) *only access to DIMS.***
- **URL https://apps.mhf.dod.mil/DIMS.**
- **On this page select "I have read and agree" for the terms and conditions, then select "first time user."**
- **You only need to register once.**
- **Registration becomes inactive after 90 days if not used.**
- **If you get a new CAC https://sso.mhf.dod.mil/pls/cssso/f?p=202 select "authenticate" and go through the "Update CAC/ECA Certificate" process**
- **Issues call Help Desk 1-888-363-6431.**

CAC Card Registration Screen


DIMS - Security - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/DIMS/f?p=106:7:466995700858715::NO:::
Go Links
Google Go Bookmarks 268 blocked Check AutoLink AutoFill Send to Settings
Bookmark DIMS | Military Homefront | Site Map | Feedback
Military HOMEFRONT
Supporting our Troops & their Families
Saturday March 24, 2007
Troops & Families
Leadership
Service Providers
Search
Defense Installation Messaging System
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome Print Login Contact US User Guide
Common Access Card (CAC) Registration Procedures
The Military Community and Family Policy (MC&FP) Program Support Group has implemented the use of DoD Public Key Infrastructure (PKI) authentication for the Defense Installation Messaging System (DIMS) in accordance with DoD policy. DIMS is for authorized users only and requires a valid CAC.
First time visitors must register to gain access. The registration and approval process for access to this section could take up to 24 hours.
REGISTRATION PROCESS:
1. Ensure that your CAC is functioning correctly in your browser. If you are having any difficulties, please contact your network administrator or local help desk.
2. When your certificate has been imported, you may click on the link below to register your certificate and request access to DIMS.
3. After clicking on the link below, you will be prompted to select a PKI Certificate.
In registering a CAC certificate, be aware that you may have multiple certificates in the dialog box.
Make sure that you do not select the e-mail certificate. Look in the lower half of the screen at the "Issued by:" field; ensure it does not contain the word E-Mail.
Once the correct certificate is selected, click OK to continue with the registration process.
Done
Internet
start
Inbox - Microsoft Out...
2 Internet Explorer
DIMS_Users_Guide_v...
8:12 AM

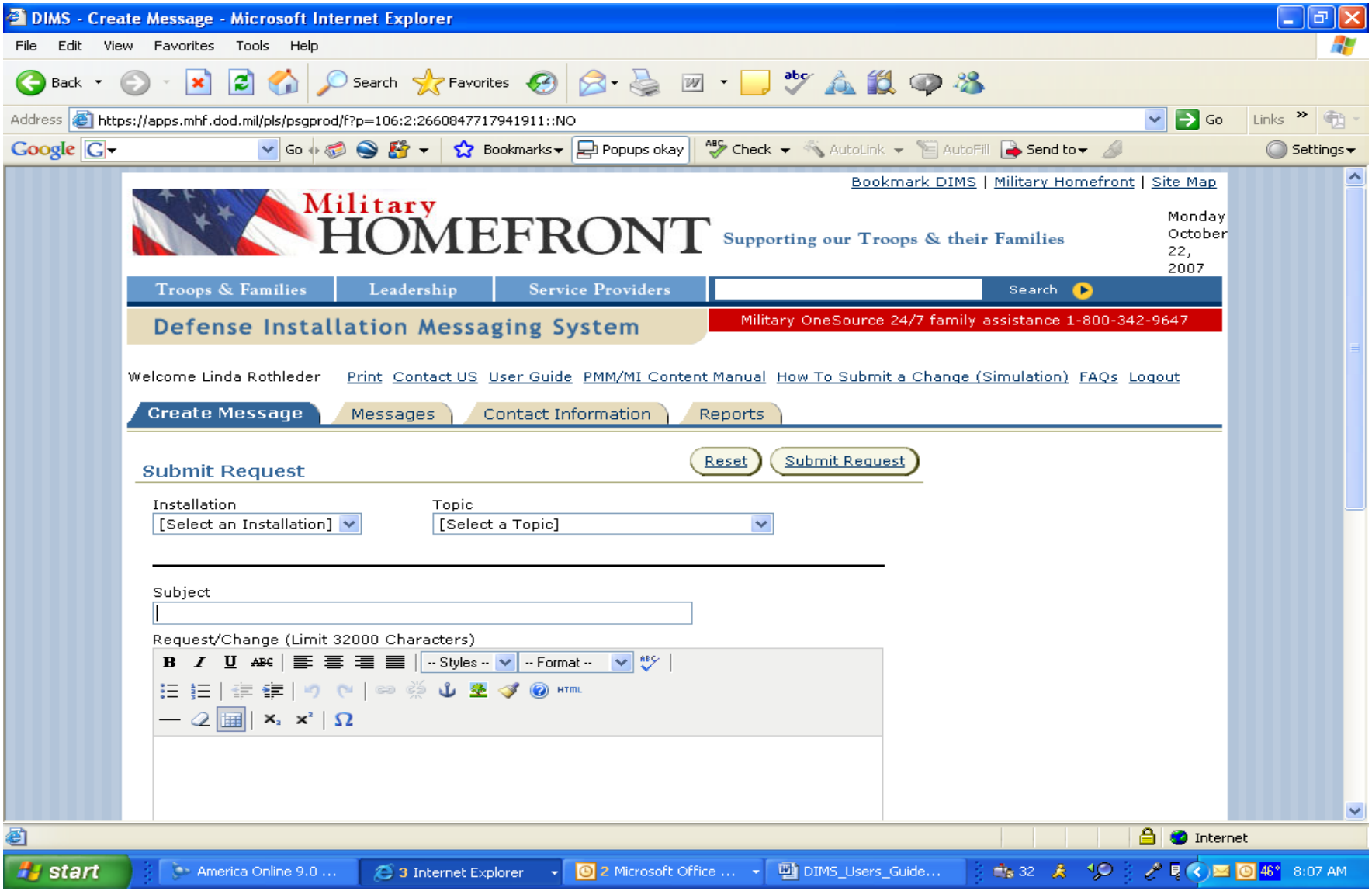
Features of the DIMS

- **Bookmark DIMS** – Select this link to add the DIMS URL to your Favorites list.
- **Print** – Allows you to print the contents of the current page on your local printer.
- **Contact US -** Tells you how to contact the Help Desk. The Help Desk phone number is 1.888.363.6431 (DoDMHF1) or use the “contact us” link at the top of the page.
- **User Guide –** Allows you to download a PDF file of the current DIMS User Guide
- **PMM/MI Content Manual** – Allows you to download a PDF of the current content manual
- **Newsletter –** Archive of newsletters
- **Frequently Asked Questions** – Allows you to research some answers to issues and problems.
- **Logout** - Logs you out of DIMS and closes the browser window for the current session.

Features of Create Message Screen

- The **Create Message** tab contains the **Submit Request** form. This looks and functions like a standard e-mail system. Note the following features:
  - **Installation Name –** dropdown menu
  - **Topic –** dropdown menu
  - **Subject** – line is an open field.
  - **Request/Change** - area that includes a character counter and Spell Check function.
  - **Attachment** - area with **Browse** button – Word, rich text file, and text file documents and image files only may be attached.
  - **Reset** – button will delete all information in the message field
  - **Submit Request** – button to send request

Create a Message Screen



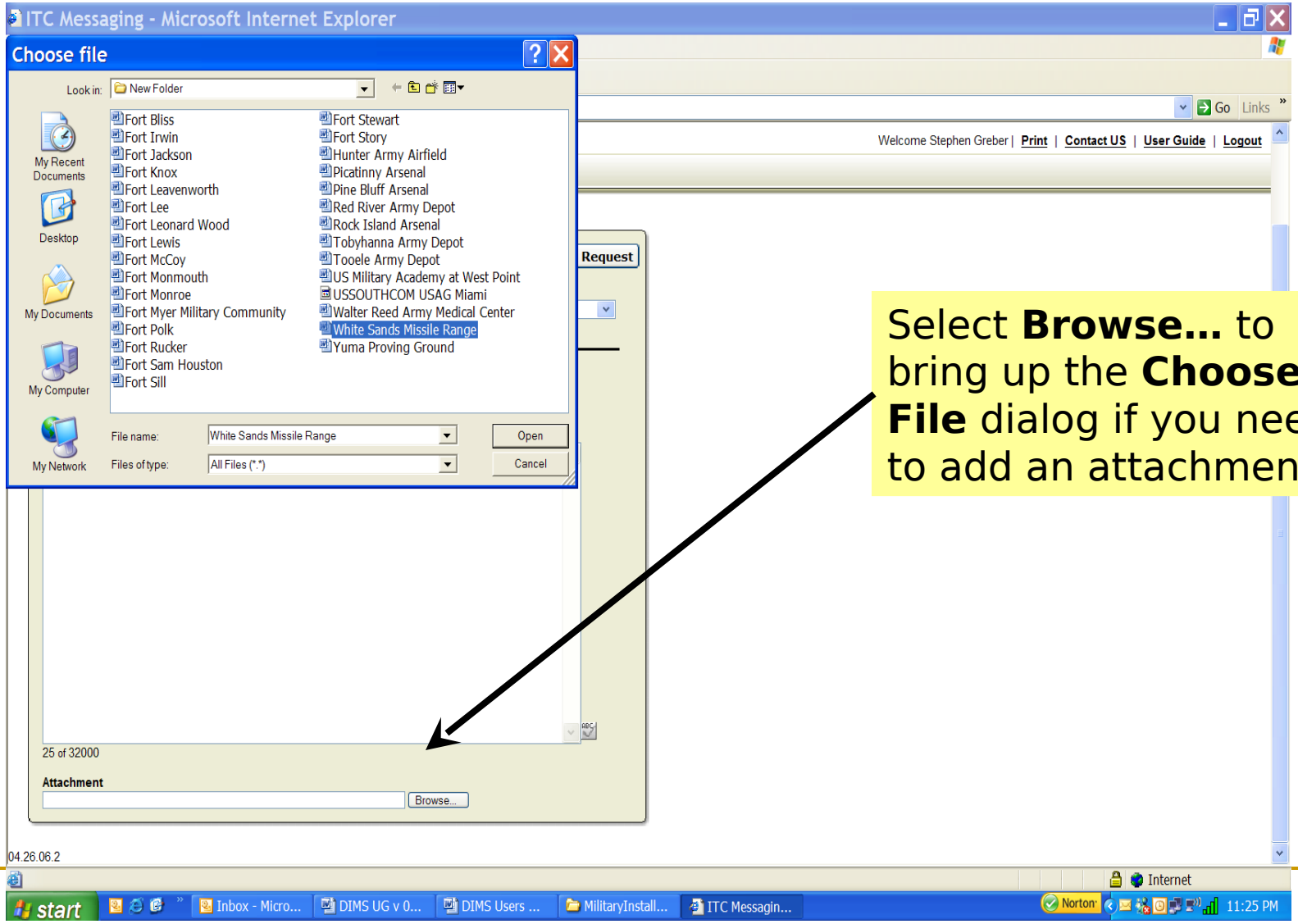
Submitting a Request

- To submit a request or change through DIMS:
  - ***Step 1*: Select Installation and Topic** – Use the dropdowns to indicate the Topic to which the change applies or if you need to change photos, major unit listings or contacts. If this change is applicable to more than one topic, please be specific in your e-mail to the editors.
  - ***Step 2:* Enter Subject and Request/Change Text** -- Indicate the specific subject and the requested change in the **Subject** and **Request/Change** areas on the **Submit Request** form. You do this by selecting the area (e.g., by clicking on it) and entering your text.
  - Messages are limited to 32,000 **Characters in the text box only. No limit on attachments**
  - Use the **Spell Check** button to check your spelling at any time.
  - ***Note***: *Do not select the **Reset** button unless you need to completely clear (start over) the **Submit Request** form.*
  - Your message must clearly describe the change that needs to be made to the content. You must:
    - **Include the name of the installation for which you are requesting a change.**
    - **Show the current text that is in place and the requested changes to the text.**
    - **Include a commercial phone number where you can be reached.**

Recommended Ways to Make Changes

- Simple changes insert into DIMS message
- More complex changes in a MS Word document using “Tools”, “Track Changes” or colors to denote changes.
  - Must show changes
  - Do not send replace the entire text if only a few words have changed
  - Combine all of your information into one Word file following the content manual
  - Do not send contacts one at a time

Choose File for Attachment



Select **Browse…** to bring up the **Choose File** dialog if you need to add an attachment

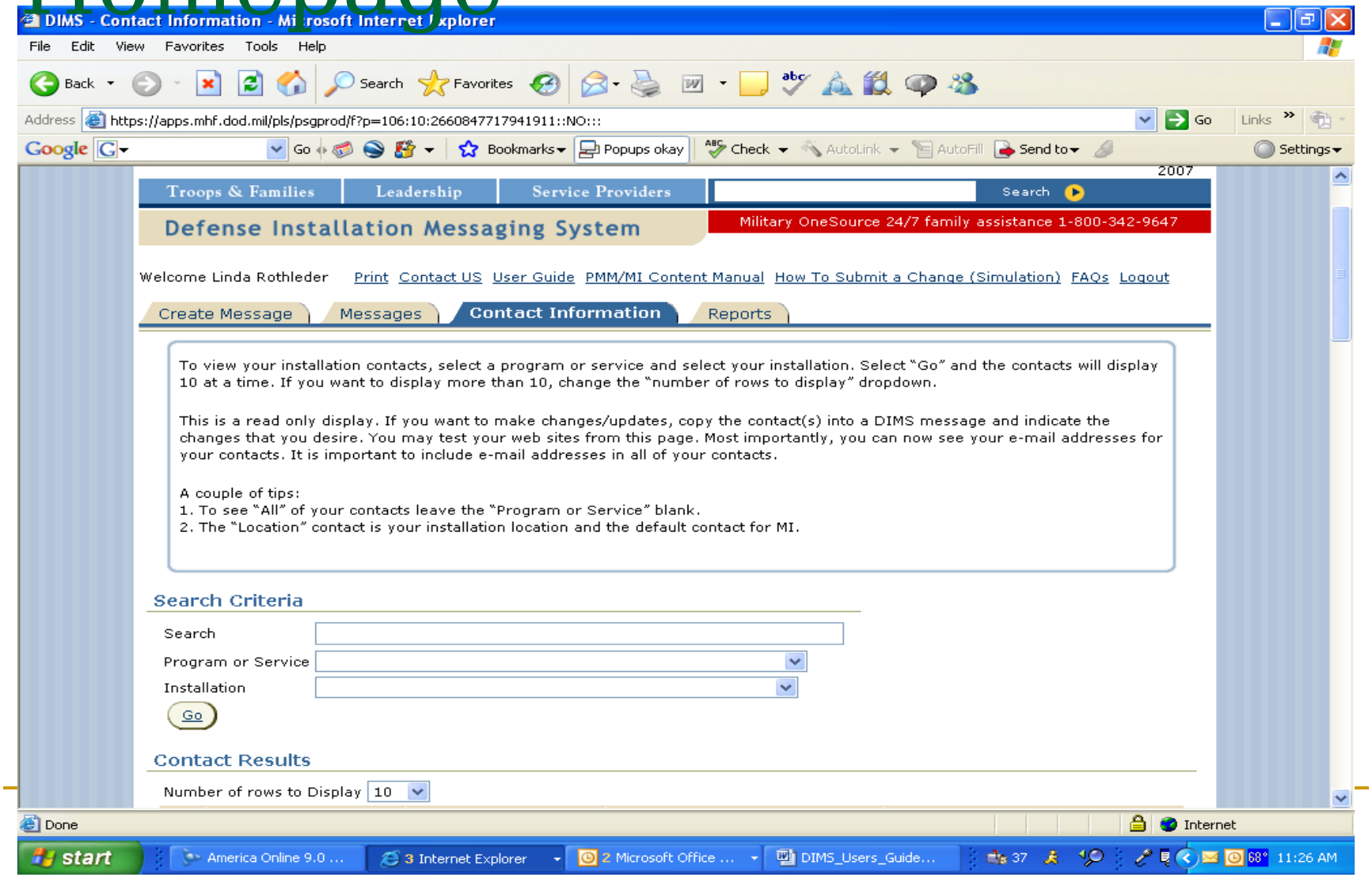
Rules for Attachments

- Narrative
  - Word file (*.doc)
  - Rich text format file (*.rtf)
  - Text file (*.txt)
- Images
  - JPEG (*.jpg) preferred
  - GIF (*.gif)
  - Maximum file size
    - 100KB per image
    - 640 x 480 pixels (307,200 pixels total)
  - Scanned photos
    - Original should be 4x4 or 4x6
    - 300 dots per inch (dpi)
- One attachment per message – narrative and image changes require two messages
- Title of attachment must be limited to 85 characters or the system will strip the attachment. No limit on characters in attachment.

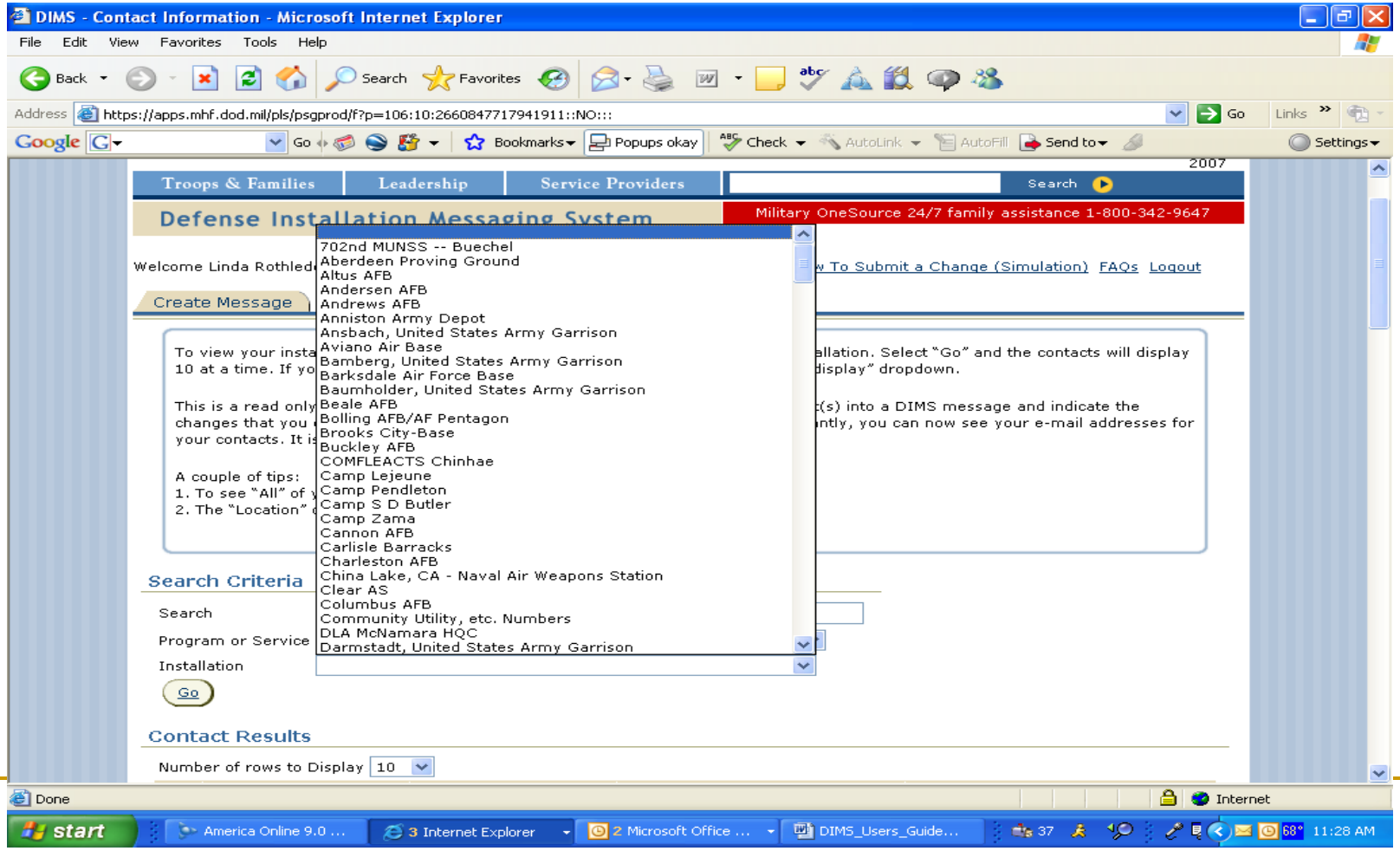
Contact Information Tab

- Can see complete e-mail addresses
  - Verify if e-mails are working from your computers
  - Send changes through DIMS
- Can verify web sites from this page
- See Hours of Operation
- Can copy this page into Word and update using track changes

Contact Information Homepage


DIMS - Contact Information - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/psgprod/f?p=106:10:2660847717941911::NO:::
Go Links
Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings
2007
Troops & Families
Leadership
Service Providers
Search
Defense Installation Messaging System
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome Linda Rothleder
Print
Contact US
User Guide
PMM/MI Content Manual
How To Submit a Change (Simulation)
FAQs
Logout
Create Message
Messages
Contact Information
Reports
To view your installation contacts, select a program or service and select your installation. Select "Go" and the contacts will display 10 at a time. If you want to display more than 10, change the "number of rows to display" dropdown.
This is a read only display. If you want to make changes/updates, copy the contact(s) into a DIMS message and indicate the changes that you desire. You may test your web sites from this page. Most importantly, you can now see your e-mail addresses for your contacts. It is important to include e-mail addresses in all of your contacts.
A couple of tips:
1. To see "All" of your contacts leave the "Program or Service" blank.
2. The "Location" contact is your installation location and the default contact for MI.
Search Criteria
Search
Program or Service
Installation
Go
Contact Results
Number of rows to Display 10
Done
Internet
start
America Online 9.0 ...
3 Internet Explorer
2 Microsoft Office ...
DIMS_Users_Guide...
11:26 AM

Select Installation and Program or Service



Search Results Page

DIMS Automated Messages

- DIMS will automatically send an e-mail to the address you provided when you registered as a DIMS user when:
  - The editors have a clarification question
  - Your request is complete.
- The status of your request will change as it is reviewed and processed by the Editors. When editorial actions on your request have been completed, you will receive a final status message that tells you that the status of your request is “Completed.”

Responding to DIMS Messages

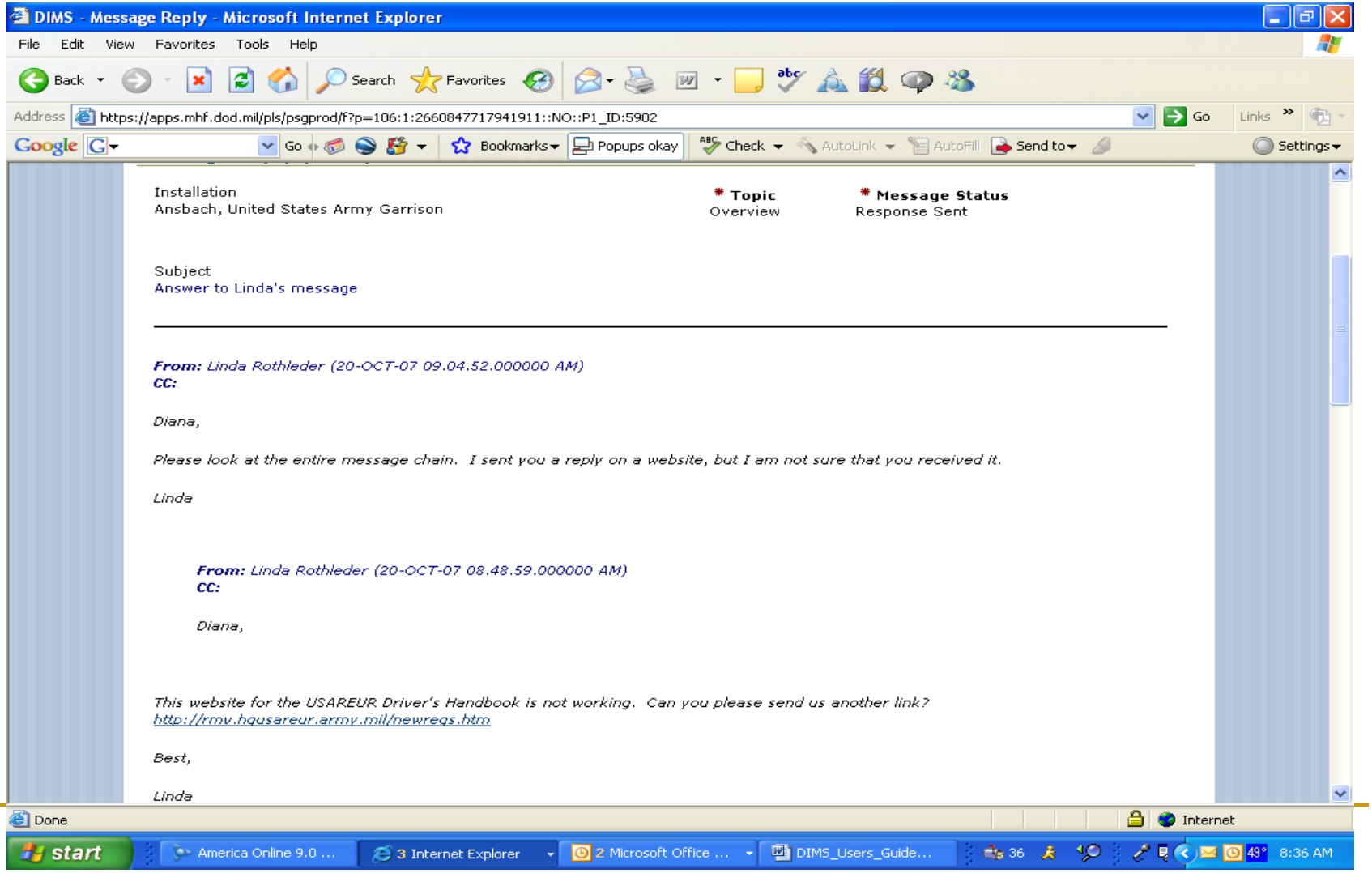
- You may receive e-mail requiring a response
- These e-mail notifications include a hyperlink to DIMS

A Defense Installation Messaging System (DIMS) message was sent to you from linda.rothleder@mhf.dod.mil. To view this message in DIMS, click on the link below.

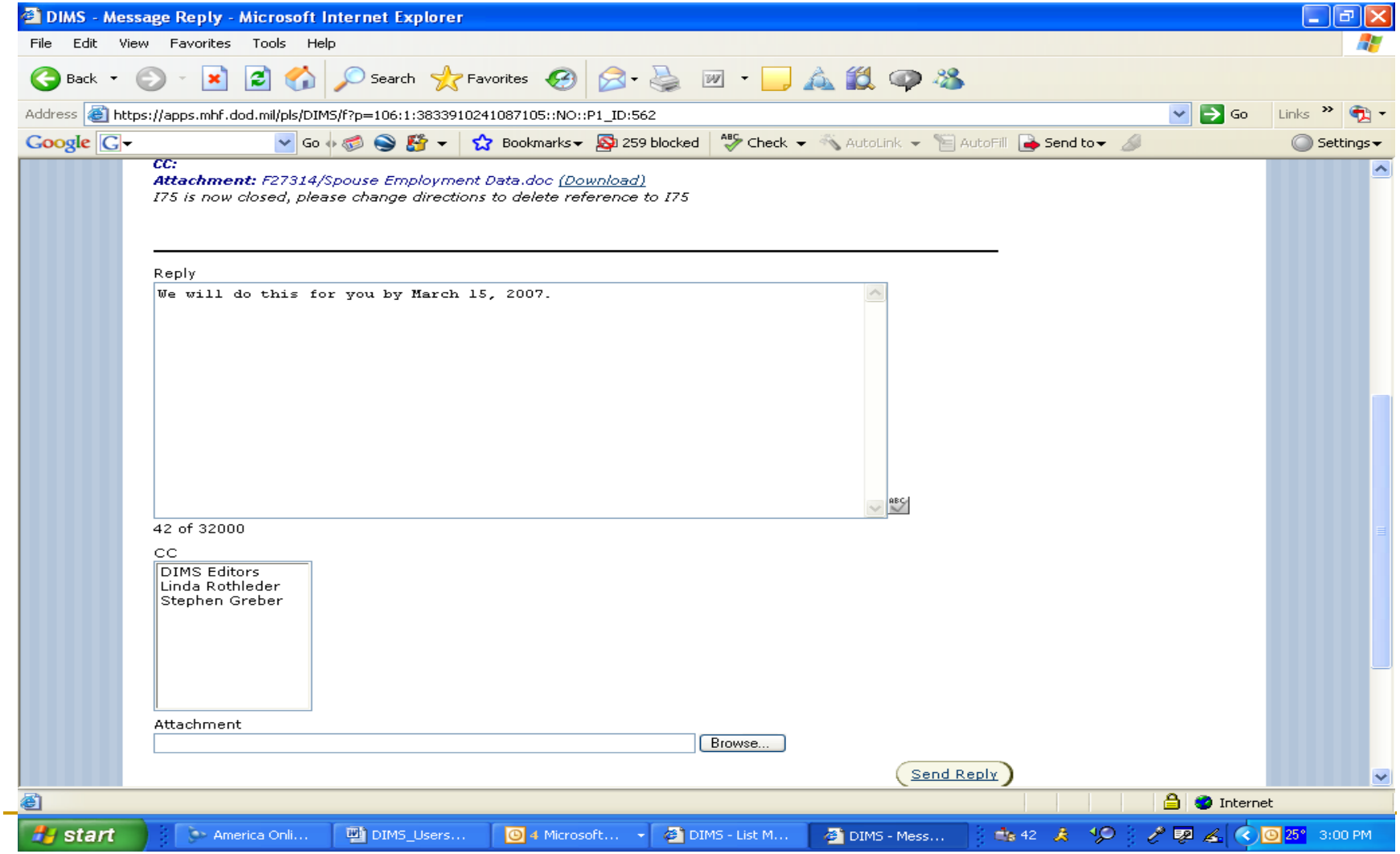
https://apps.itc.dod.mil/pls/DIMS/f?p=106:1:::NO::P1_ID:261

- Follow hyperlink to view and reply
- You must respond to these messages within 30 days or they will be closed

Message Reply Clarification



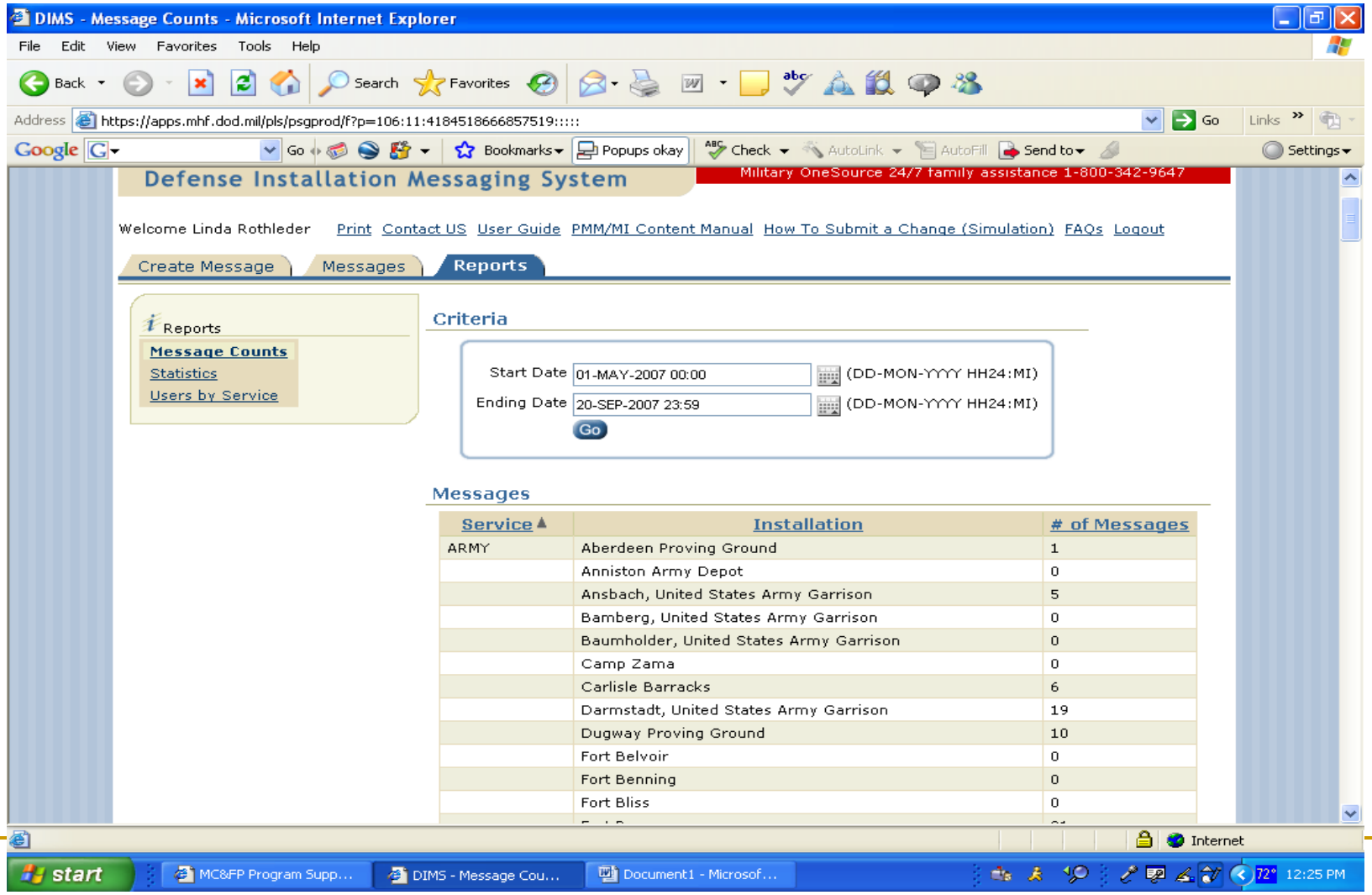
Replying to a Clarification



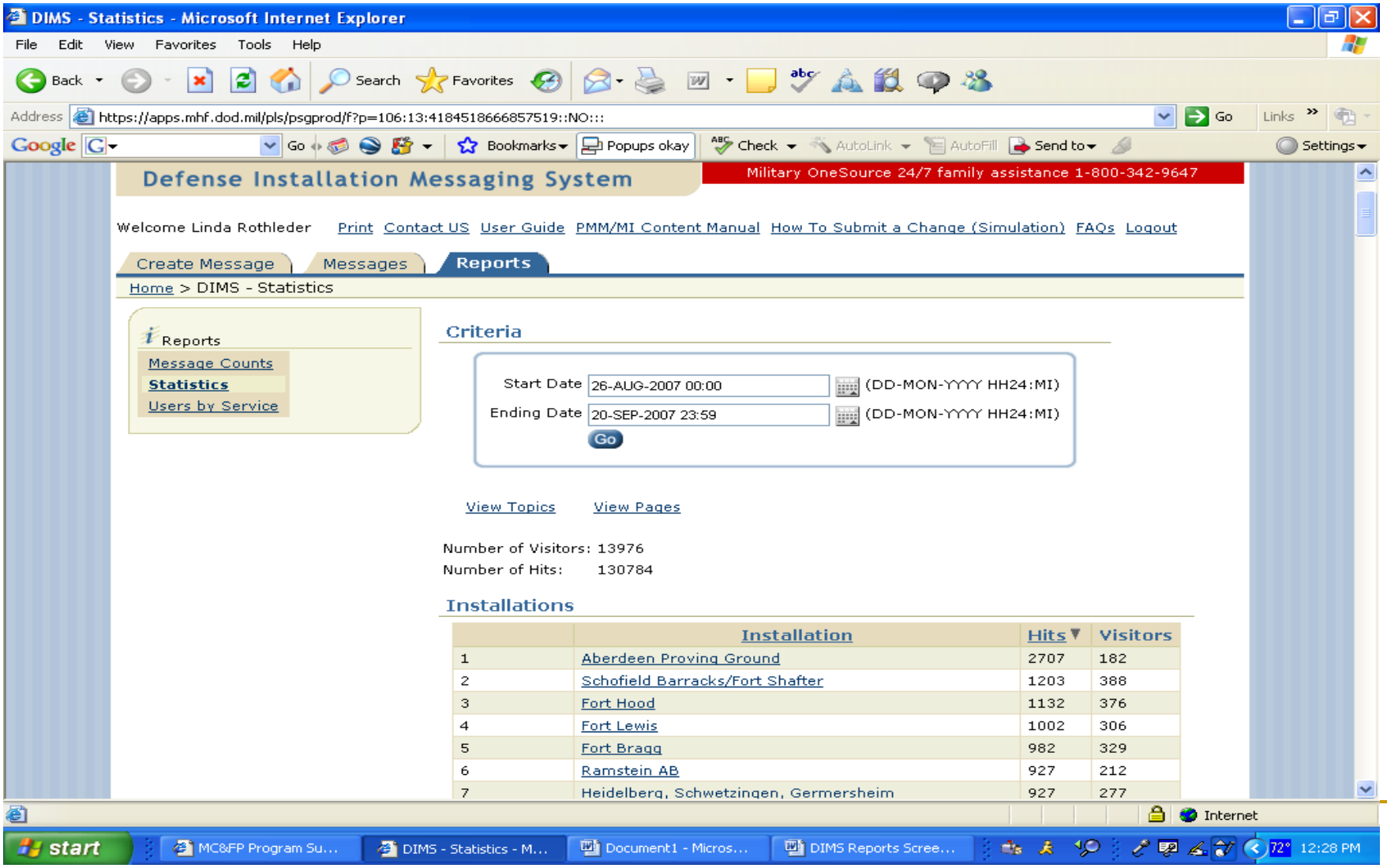
Reports in DIMS

- **Available by installation**
- **Available by time frame selected**
- **Three types of reports**
  - **Message Counts** -- shows the number of DIMS messages received for the time frame selected.
  - **Statistics** – this report has 2 pages. A summary page for the entire application followed by an installation specific page.
  - **Users by Service** – identifies the DIMS users by installation.

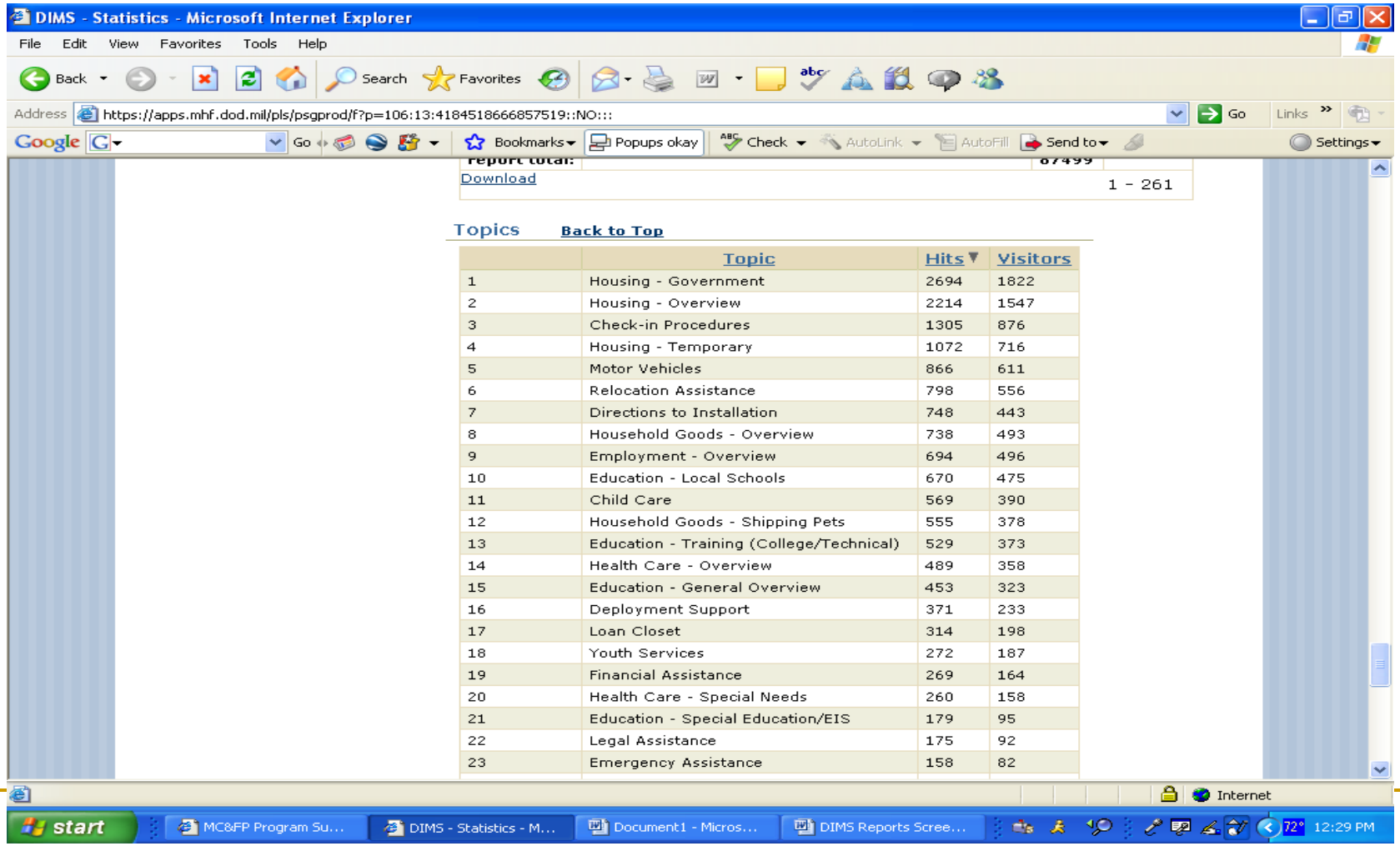
Reports Tab Homepage


DIMS - Message Counts - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/psgprod/f?p=106:11:4184518666857519:::::
Go Links
Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings
Defense Installation Messaging System
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome Linda Rothleder Print Contact US User Guide PMM/MI Content Manual How To Submit a Change (Simulation) FAQs Logout
Create Message Messages Reports
Reports
Message Counts
Statistics
Users by Service
Criteria
Start Date 01-MAY-2007 00:00 (DD-MON-YYYY HH24:MI)
Ending Date 20-SEP-2007 23:59 (DD-MON-YYYY HH24:MI)
Go
Messages
Service Installation # of Messages
ARMY Aberdeen Proving Ground 1
Anniston Army Depot 0
Ansbach, United States Army Garrison 5
Bamberg, United States Army Garrison 0
Baumholder, United States Army Garrison 0
Camp Zama 0
Carlisle Barracks 6
Darmstadt, United States Army Garrison 19
Dugway Proving Ground 10
Fort Belvoir 0
Fort Benning 0
Fort Bliss 0
Internet
start
MC&FP Program Supp...
DIMS - Message Cou...
Document1 - Microsof...
12:25 PM

Statistical Homepage

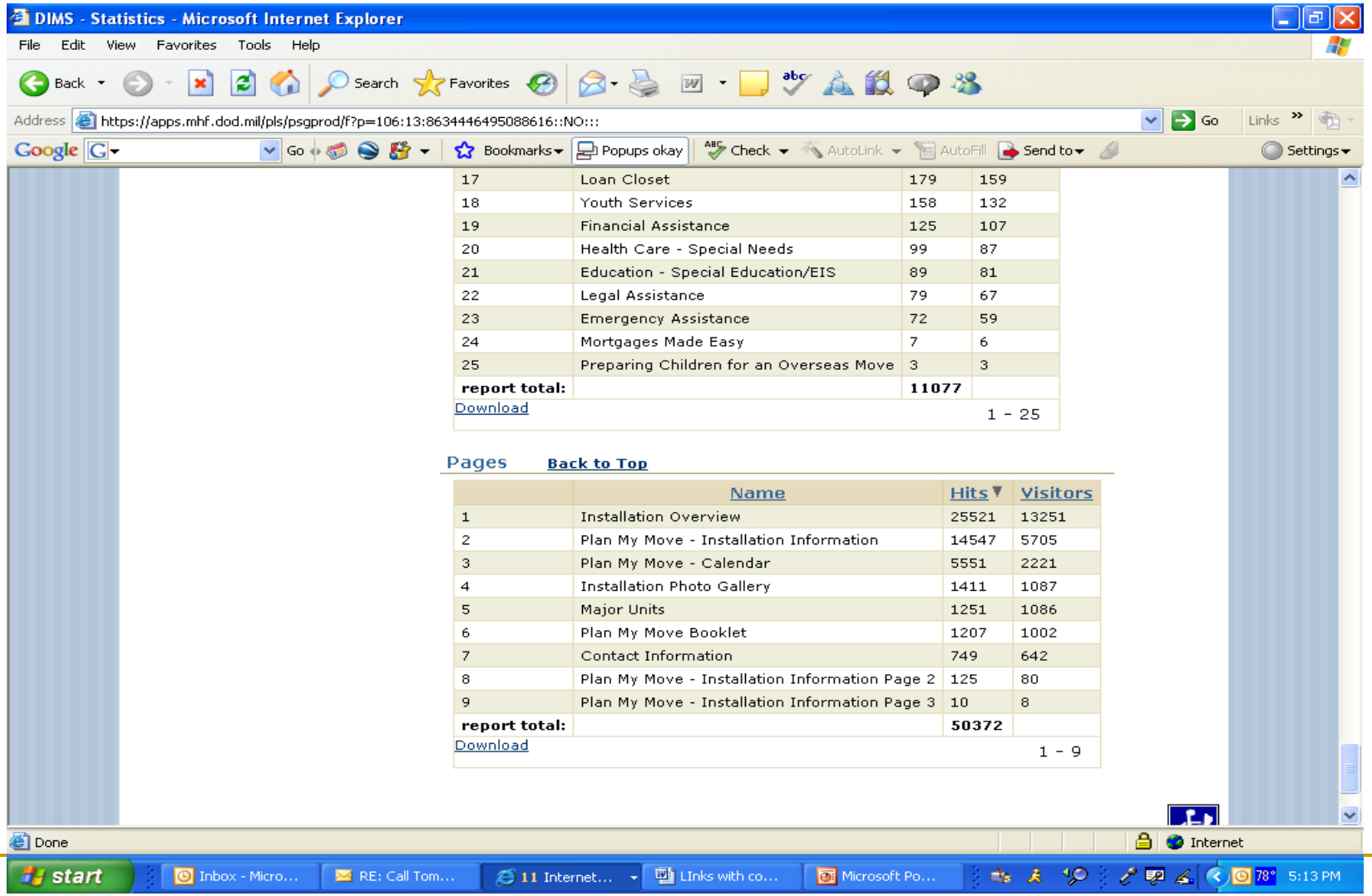

DIMS - Statistics - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/psgprod/f?p=106:13:4184518666857519::NO:::
Go Links
Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings
Defense Installation Messaging System
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome Linda Rothleder Print Contact US User Guide PMM/MI Content Manual How To Submit a Change (Simulation) FAQs Logout
Create Message Messages Reports
Home > DIMS - Statistics
Reports
Message Counts
Statistics
Users by Service
Criteria
Start Date 26-AUG-2007 00:00 (DD-MON-YYYY HH24:MI)
Ending Date 20-SEP-2007 23:59 (DD-MON-YYYY HH24:MI)
Go
View Topics View Pages
Number of Visitors: 13976
Number of Hits: 130784
Installations
Installation Hits Visitors
1 Aberdeen Proving Ground 2707 182
2 Schofield Barracks/Fort Shafter 1203 388
3 Fort Hood 1132 376
4 Fort Lewis 1002 306
5 Fort Bragg 982 329
6 Ramstein AB 927 212
7 Heidelberg, Schwetzingen, Germersheim 927 277
Internet
start
MC&FP Program Su...
DIMS - Statistics - M...
Document1 - Micros...
DIMS Reports Scree...
12:28 PM

Topic Usage Table

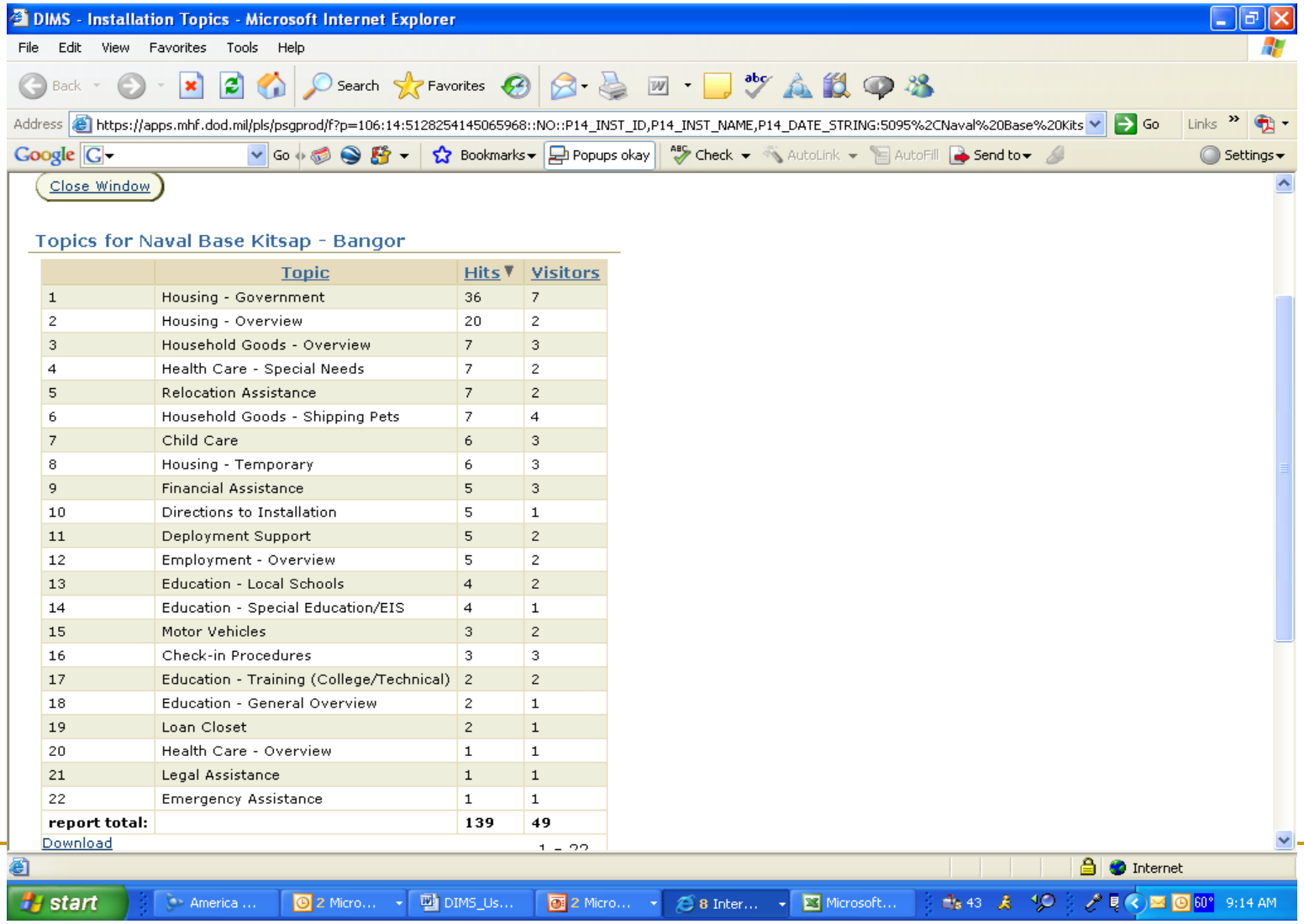


	Topic	Hits	Visitors
1	Housing - Government	2694	1822
2	Housing - Overview	2214	1547
3	Check-in Procedures	1305	876
4	Housing - Temporary	1072	716
5	Motor Vehicles	866	611
6	Relocation Assistance	798	556
7	Directions to Installation	748	443
8	Household Goods - Overview	738	493
9	Employment - Overview	694	496
10	Education - Local Schools	670	475
11	Child Care	569	390
12	Household Goods - Shipping Pets	555	378
13	Education - Training (College/Technical)	529	373
14	Health Care - Overview	489	358
15	Education - General Overview	453	323
16	Deployment Support	371	233
17	Loan Closet	314	198
18	Youth Services	272	187
19	Financial Assistance	269	164
20	Health Care - Special Needs	260	158
21	Education - Special Education/EIS	179	95
22	Legal Assistance	175	92
23	Emergency Assistance	158	82

Plan My Move Pages Totals

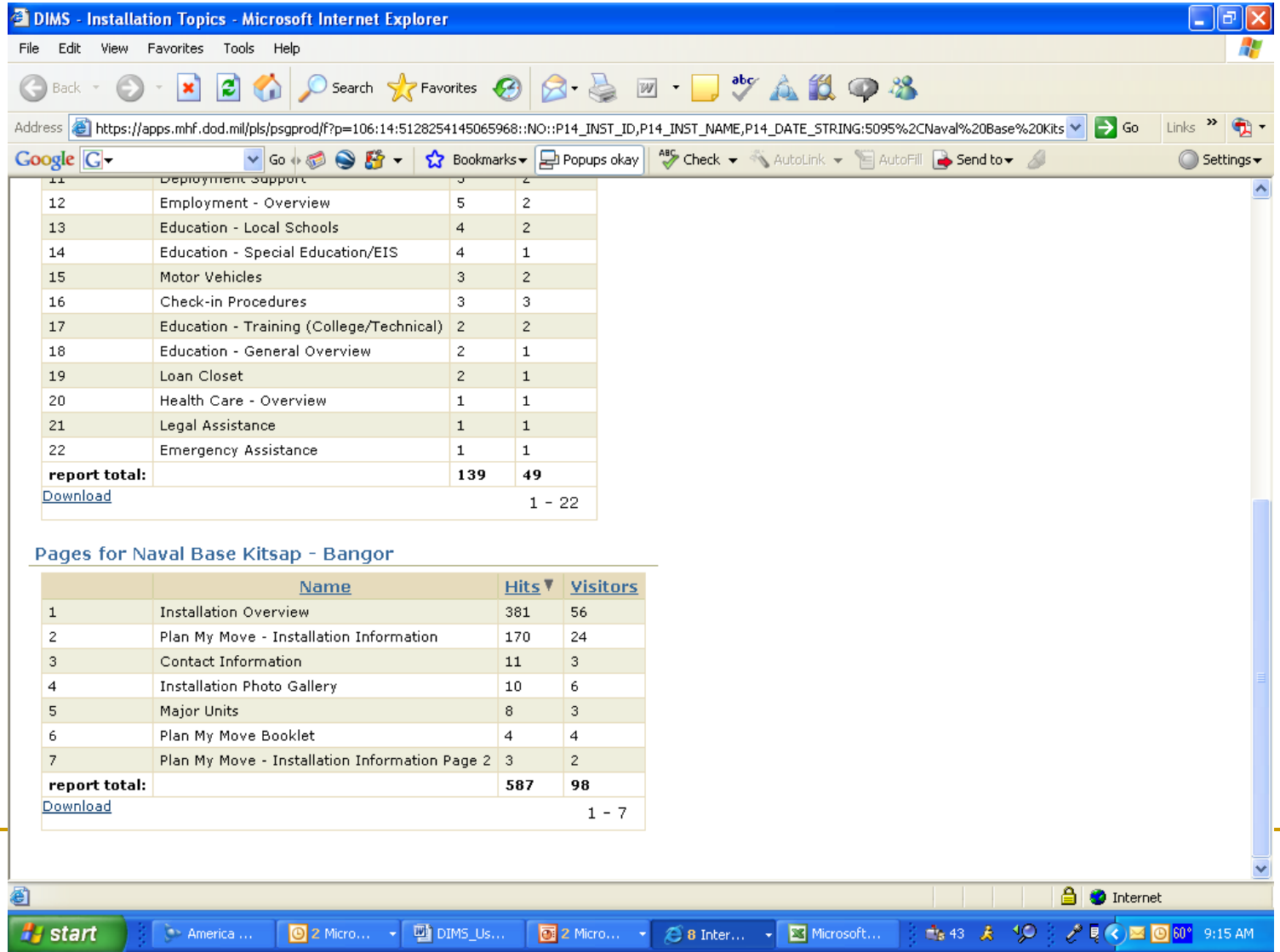

DIMS - Statistics - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/psgprod/f?p=106:13:8634446495088616::NO:::
Go Links
Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings
17 Loan Closet 179 159
18 Youth Services 158 132
19 Financial Assistance 125 107
20 Health Care - Special Needs 99 87
21 Education - Special Education/EIS 89 81
22 Legal Assistance 79 67
23 Emergency Assistance 72 59
24 Mortgages Made Easy 7 6
25 Preparing Children for an Overseas Move 3 3
report total: 11077
Download
1 - 25
Pages Back to Top
Name Hits Visitors
1 Installation Overview 25521 13251
2 Plan My Move - Installation Information 14547 5705
3 Plan My Move - Calendar 5551 2221
4 Installation Photo Gallery 1411 1087
5 Major Units 1251 1086
6 Plan My Move Booklet 1207 1002
7 Contact Information 749 642
8 Plan My Move - Installation Information Page 2 125 80
9 Plan My Move - Installation Information Page 3 10 8
report total: 50372
Download
1 - 9
Done
Internet
start
Inbox - Micro...
RE: Call Tom...
11 Internet...
LInks with co...
Microsoft Po...
5:13 PM

Topic Report by Installation



	Topic	Hits	Visitors
1	Housing - Government	36	7
2	Housing - Overview	20	2
3	Household Goods - Overview	7	3
4	Health Care - Special Needs	7	2
5	Relocation Assistance	7	2
6	Household Goods - Shipping Pets	7	4
7	Child Care	6	3
8	Housing - Temporary	6	3
9	Financial Assistance	5	3
10	Directions to Installation	5	1
11	Deployment Support	5	2
12	Employment - Overview	5	2
13	Education - Local Schools	4	2
14	Education - Special Education/EIS	4	1
15	Motor Vehicles	3	2
16	Check-in Procedures	3	3
17	Education - Training (College/Technical)	2	2
18	Education - General Overview	2	1
19	Loan Closet	2	1
20	Health Care - Overview	1	1
21	Legal Assistance	1	1
22	Emergency Assistance	1	1
report total:		**139**	**49**

Plan My Move Pages by Installation Report


DIMS - Installation Topics - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://apps.mhf.dod.mil/pls/psgprod/f?p=106:14:5128254145065968::NO::P14_INST_ID,P14_INST_NAME,P14_DATE_STRING:5095%2CNaval%20Base%20Kits
Go Links
Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings
Internet
start
9:15 AM

12	Employment - Overview	5	2
13	Education - Local Schools	4	2
14	Education - Special Education/EIS	4	1
15	Motor Vehicles	3	2
16	Check-in Procedures	3	3
17	Education - Training (College/Technical)	2	2
18	Education - General Overview	2	1
19	Loan Closet	2	1
20	Health Care - Overview	1	1
21	Legal Assistance	1	1
22	Emergency Assistance	1	1
report total:		**139**	**49**

Download 1 - 22

Pages for Naval Base Kitsap - Bangor

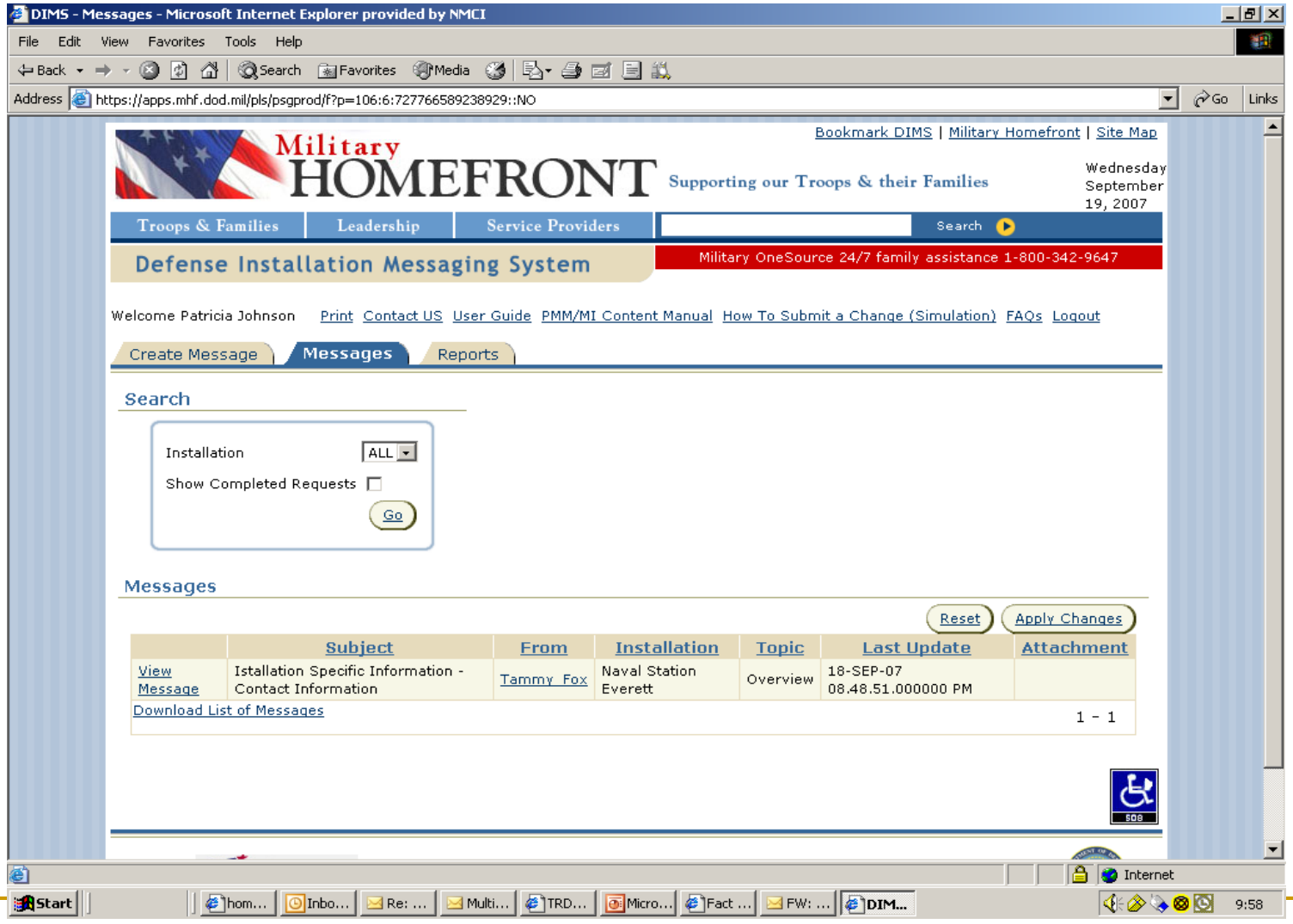
	Name	Hits	Visitors
1	Installation Overview	381	56
2	Plan My Move - Installation Information	170	24
3	Contact Information	11	3
4	Installation Photo Gallery	10	6
5	Major Units	8	3
6	Plan My Move Booklet	4	4
7	Plan My Move - Installation Information Page 2	3	2
report total:		**587**	**98**

Download 1 - 7

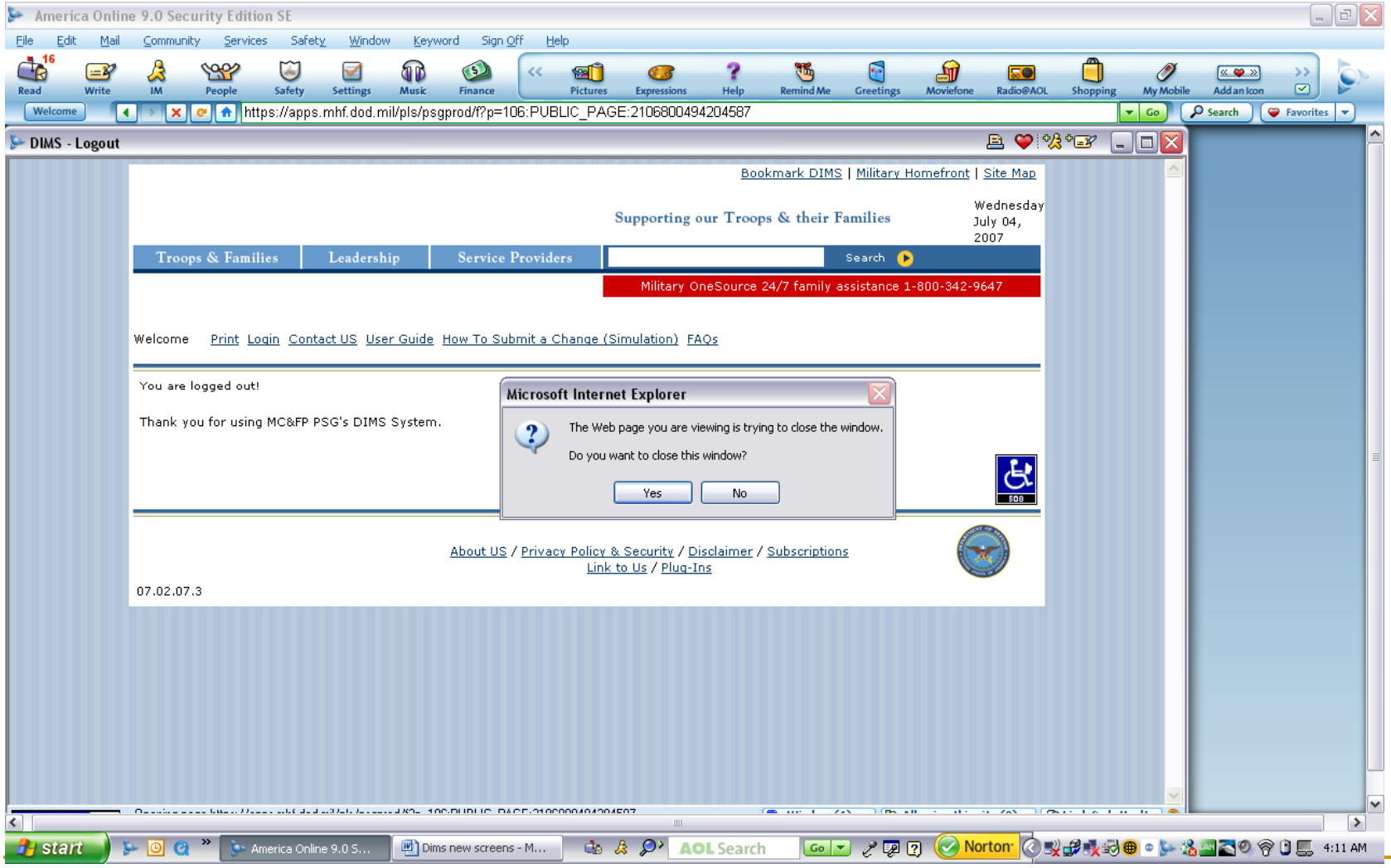
Critical Pages in PMM for Reporting and Evaluation

- *Installation Overview* -- the overviews may be accessed from MI, MHF or other means
- *Plan My Move – Installation Information* -- means the number of times the overview is accessed from the calendar specifically
- *Major Units*
- *Contact Information*
- *Installation Photo Gallery*
- *Plan My Move Booklet*

Messages Report



Log out


America Online 9.0 Security Edition SE
File Edit Mail Community Services Safety Window Keyword Sign Off Help
Read Write IM People Safety Settings Music Finance Pictures Expressions Help Remind Me Greetings Moviefone Radio@AOL Shopping My Mobile Add an Icon
Welcome
https://apps.mhf.dod.mil/pls/psgprod/f?p=106:PUBLIC_PAGE:2106800494204587
Go
Search
Favorites
DIMS - Logout
Bookmark DIMS | Military Homefront | Site Map
Supporting our Troops & their Families
Wednesday July 04, 2007
Troops & Families
Leadership
Service Providers
Search
Military OneSource 24/7 family assistance 1-800-342-9647
Welcome Print Login Contact US User Guide How To Submit a Change (Simulation) FAQs
You are logged out!
Thank you for using MC&FP PSG's DIMS System.
Microsoft Internet Explorer
The Web page you are viewing is trying to close the window.
Do you want to close this window?
Yes
No
508
About US / Privacy Policy & Security / Disclaimer / Subscriptions
Link to Us / Plug-Ins
07.02.07.3
start
America Online 9.0 S...
Dims new screens - M...
AOL Search
Go
Norton
4:11 AM

Content Manuals

- Major Installations
- Small Installations (separate content instructions)
- Must follow guidance as presented
  - MHF editor review continuous
- Quarterly review requirement
  - Proactive
  - Must affirm that you have reviewed and send message through DIMS
- Some flexibility
- Includes Standardized Text
  - Cannot be edited
  - Can include installation specific information under Standardized Text

Parts of Content Manual

- Checklist
- Part I describes new tools and transition from SITES
- Part II - DIMS Users Guide
- Part III - guide to content pay topic with checklists and includes standardized text
- Part IV - guide to contacts and major units
- Part V – photo information
- Appendix 1 - Standardized text
- Appendix 2 – Contact Directories

Review

- DIMS is used to send changes to your installation information
- Explain change in your message
- Attach narrative or image (only one per request)
- Respond to clarification questions promptly
- Gather statistics for reports

Getting Help

- MHF will have a Relocation Service Providers page
  - Contains all current materials: Users Guide, Content Manual; Marketing Materials, Training Materials; Important Messages
- Download and Read User Guide
- Read Newsletter Archives
- E-mail Help Desk

  support@mhf.dod.mil
- Call the Help Desk

  1-888-363-6431

Help with Content

- Send request through DIMS
- Can contact Linda.Rothleder@rothlederassociates.com or Linda.Rothleder.ctr@mhf.dod.mil or 301-384-5696